

DAIMLERCHRYSLER

SAFETY RECALL TO REPAIR YOUR TRUCK'S SIDE VIEW MIRRORS

Dear Dodge Ram Pickup Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **2002 model year Dodge Ram 1500 Pickup trucks**.

The problem is...

A retainer in the side view mirrors of your truck may separate and allow the mirror(s) to rotate out of position. This can cause a loss of rearward vision and result in an accident.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your truck (identified on the enclosed form) **free of charge (parts and labor).** To do this, your dealer will install new retainers on your side view mirrors. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your truck or to order them before your appointment.
- **Bring the enclosed form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-853-1403. A representative will assist you.

If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler Customer Assistance Center, P.O. Box 1040, St. Charles, MO 63302-1040, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
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